In the Claims:

1-165. (CANCELLED)

166. (PREVIOUSLY PRESENTED) A method of operating a call server for routing voice calls to a plurality of call center resources in a call center the method comprising:

      receiving a voice call originating from a user device including a cookie;

      processing the cookie from the user device to select a first call center resource;

      generating a routing instruction indicating a first route for the voice call originating from the user device to the first call center resource; and

      transferring the routing instruction to be used when routing the voice call from the user device to the first call center resource over which voice communications will be exchanged.

167. (PREVIOUSLY PRESENTED) The method of claim 166, further comprising:

      receiving a redirect instruction in the call server;

      processing the redirect instruction to select a second call center resource;

      generating a second routing instruction indicating a second route for the voice call originating from the user device to the second call center resource; and

      transferring the second routing instruction to be used when routing the voice call from the user device to the second call center resource over which voice communications will be exchanged.

168. (PREVIOUSLY PRESENTED) The method of claim 166, wherein the voice call comprises a Get Document request in Hyper Text Transfer Protocol.

169. (PREVIOUSLY PRESENTED) The method of claim 166, wherein processing the cookie from the user device to select the first call center resource is further based upon caller entered information.

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170. (PREVIOUSLY PRESENTED) The method of claim 166, wherein processing the cookie from the user device to select the first call center resource is further based upon a domain name or an Internet Protocol address.

171. (PREVIOUSLY PRESENTED) The method of claim 166, wherein processing the cookie from the user device to select the first call center resource is further based upon one or more of a day or a time of day.

172. (PREVIOUSLY PRESENTED) The method of claim 166, wherein processing the cookie from the user device to select the first call center resource is further based on a least busy agent.

173. (PREVIOUSLY PRESENTED) The method of claim 166, wherein processing the cookie from the user device to select the first call center resource is further based on a least congested route.

174. (PREVIOUSLY PRESENTED) The method of claim 166, wherein processing the cookie from the user device to select the first call center resource is further based on one or more of a class of service or a quality of service.

175. (PREVIOUSLY PRESENTED) The method of claim 166, further comprising processing the cookie to select a web service application.

176. (PREVIOUSLY PRESENTED) A communication system for routing voice calls, the communication system comprising:

a plurality of call center resources for handling the voice calls; and

a call center server configured to receive a voice call originating from a user device and including a cookie, process the cookie from the user device to select a first call center resource, generate a routing instruction indicating a route for the voice call from the user device to the first call center resource, and transfer the routing instruction to be used when routing the voice call from the user device to the to the first call center over which voice communications will be exchanged.

177. (PREVIOUSLY PRESENTED) The communication system of claim 176, wherein the call center server is further configured to receive a redirect instruction, process the redirect instruction to select a second call center resource, generate a second routing instruction indicating a second route for the voice call from the user device to the second call center resource, and transfer the second routing instruction to be used when routing the voice call from the user device to the second call center resource over which voice communications will be exchanged.

178. (PREVIOUSLY PRESENTED) The communication system of claim 176, wherein the voice call comprises a Get Document request in Hyper Text Transfer Protocol.

179. (PREVIOUSLY PRESENTED) The communication system of claim 176, wherein processing the cookie from the user device to select the first call center resource is further based upon caller entered information.

180. (PREVIOUSLY PRESENTED) The communication system of claim 176, wherein processing the cookie from the user device to select the first call center resource is further based upon a domain name or an Internet Protocol address.

181. (PREVIOUSLY PRESENTED) The communication system of claim 176, wherein processing the cookie from the user device to select the first call center resource is further based upon one or more of a day or a time of day.

182. (PREVIOUSLY PRESENTED) The communication system of claim 176, wherein processing the cookie from the user device to select the first call center resource is further based on a least busy agent.

183. (PREVIOUSLY PRESENTED) The communication system of claim 176, wherein processing the cookie from the user device to select the first call center resource is further based on a least congested route.

184. (PREVIOUSLY PRESENTED) The communication system of claim 176, wherein processing the cookie from the user device to select the first call center resource is further based one or more of a class of service or a quality of service.

185. (PREVIOUSLY PRESENTED) The communication system of claim 176, wherein the call center is further configured to process the cookie to select a web service application.